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GENERAL STUDIES (TEST CODE : 1056)

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Medium Hindi/Eng.	English	Registration Number	37460
Center	RN	Date	22/06/2018

INDEX TABLE			INSTRUCTIONS
Q. No.	Maximum Marks	Marks Obtained	1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code). उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)। 2. There are FOURTEEN questions printed in ENGLISH & HINDI इसमें चौदह प्रश्न हैं तथा अंग्रेजी और हिन्दी में छपे हैं। 3. All questions are compulsory. सभी प्रश्न अनिवार्य हैं। 4. The number of marks carried by a question/part is indicated against it. प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं। 5. Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other than the authorized one. प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहिए जिसका उल्लेख आपके प्रवेश पत्र में किया गया है और उस माध्यम का स्पष्ट उल्लेख प्रश्न-सह-उत्तर (क्यूसीए) पुस्तिका के मुख्य पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिए गए उत्तर पर कोई अंक नहीं मिलेंगे। 6. Word limit in questions, if specified, should be adhered to. प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए। 7. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off. उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।
1(a)	10		
1(b)	10		
2(a)	10		
2(b)	10		
3(a)	10		
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10	20		
11	20		
12	20		
13	20		
14	20		
Total Marks Obtained:			
Remarks:			

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EVALUATION INDICATORS

1. Contextual Competence
2. Content Competence
3. Language Competence
4. Introduction Competence
5. Structure - Presentation Competence
6. Conclusion Competence

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

Answer the following questions in not more than 150 words each:

1. (a) Explain the significance of the following in the context of civil service: 10

- (i) Public trust
- (ii) Objectivity
- (iii) Strength of character
- (iv) Empathy
- (v) Selflessness

सिविल सेवा के संदर्भ में निम्नलिखित के महत्व की व्याख्या कीजिए:

- (i) लोक विश्वास
- (ii) वस्तुनिष्ठता
- (iii) चरित्र की दृढ़ता
- (iv) समानुभूति
- (v) निस्वार्थता

Public trust — Civil services are the interface between state & people and their relationship with people and their trust in them upholds the state machinery from collapse & fulfilment of objective of welfare state. Because of trust public agitation & protest reduces.

Objectivity — is the value of ~~the~~ making decisions without personal feeling, emotions, biases and only taking ~~account~~ into account the facts of cases present before civil servant. Evidence based decision making leads to impartiality & efficiency of government.

iii) Strength of character - enables civil servants to stand firm on the qualities of honesty, integrity & transparency in their day-to-day duties, ethical dilemmas & discretionary decision making which makes public administration clean & corruption free.

iv) Empathy - In today's world it's not enough to just solve the problem, it's important to listen intently to problem of people & approach to the root cause of grievance. People approach civil servant for their issues and their perception of state is formed on basis of humanity showed by them.

v) Selflessness - Service to others is the religion of civil servants. Their motive, their duty & hence their actions should be guided not by maximizing the interest of themselves but by seeing the ~~next~~ interest of people.

1. (b) Do you think nation states owe a responsibility towards asylum seekers? What are the considerations that should, in your opinion, go into the making of a refugee policy? Provide arguments with contemporary examples. 10

क्या आप मानते हैं कि शरण चाहने वालों के प्रति राष्ट्र राज्यों की जिम्मेदारी होती है? आपकी राय में, शरणार्थी नीति निर्मित करते समय किन विषयों पर विचार किया जाना चाहिए? समसामयिक उदाहरणों के साथ तर्क प्रदान कीजिए।

We are living in a world plagued with conflicts - religious, political, interstate, dictatorship, persecution etc. These conflicts have increased no. of people displaced from their homes and ~~asylum~~ thus asylum seekers who just aim to survive.

Right to life is not just a natural right but also most basic human right. And for sake of humanity, it becomes responsibility of nation state to provide refuge, shelter & livelihood to asylum seekers. The same has also been ~~the~~ specified in Universal Declaration of Human Rights Article 18 & 19.

Refugee policy are guided by ~~Domestic~~ Interests,

- ① Domestic Interest → security, availability of land, jobs etc.

- ② Domestic polity - Democratic vs. dictatorship
- ③ Human considerations - Human Rights Record.
- ④ Fear of Radicalization
- ⑤ Religion of Refugees.

E.g. ① Rohingya Refugees disallowed entry into Bangladesh anymore.

- ② Syrian Refugees not getting access to EU camps etc. because of ISIS & radicalisation fear.

2. (a) Why do civil servants have a special obligation to uphold ethical standards? What are the main areas of concerns for implementation of an effective ethical standard in civil services? In this context, suggest measures to remedy these concerns. 10

नैतिक मानकों को बनाए रखने के प्रति सिविल सेवकों का एक विशेष दायित्व क्यों होता है? सिविल सेवाओं में एक प्रभावी नैतिक मानक के कार्यान्वयन हेतु चिन्ताओं के प्रमुख क्षेत्र क्या हैं? इस संदर्भ में, इन चिन्ताओं को दूर करने हेतु उपाय सुझाइए।

Civil servants are interface between state & people. They are accountable to both political executive (parliament) and citizen.

Upholding ethical standard is important because they can lead by example and its on their shoulders that state machinery rests upon. If corrupted, it will spread strain throughout the system & trust in system will collapse.

They implement state policy, welfare measures and address grievances. If unethical in fulfilment of duties

Nation states suffer. Absence of ethical civil servants has led to failed states.

Areas of concern -

- ① Conflict of Role → dual role in administration.
- ② Conflict of Authority → Acting outside authority.
- ③ Conflict of Interest - public vs. personal interest and gain.

Measures -

- ① specification of code of conduct & formulating code of ethics.
- ② Making it compulsory to declare all personal & family interest in public matters.
- ③ specific policy for issues in conflict of interest situation.
- ④ strict implementation of Prevention of Corruption Act through CVC.

2. (b) While families are the first socializing agents, which inculcate moral values in a child, the role played by schools in this regard is also indispensable. Discuss. 10

यद्यपि परिवार समाजीकरण के प्रारंभिक अभिकर्ता होते हैं, जो बच्चे में नैतिक मूल्य अंतर्निविष्ट करते हैं, फिर भी इस संबंध में विद्यालय द्वारा निभाई जाने वाली भूमिका भी अपरिहार्य होती है। चर्चा कीजिए।

Gandhiji has said - "Build the characters of individual through education and society will take care of itself."

Parents & families teach values of love & affinity but it is school which acts as first formal social place of interaction.

Teachers, peers, & right value education builds the values that guide individuals for life.

→ if not punished & stopped, it is in school, children learn to cheat in exams. , it is in schools they build teams for project & sports. Hence

Schools teach children to
be good citizen, ~~good~~

Importance of teachers & peers
is not dispensable in life of
students.

Citizen are built.

If guided on right path through
right value education, ~~the~~ student
~~can~~ become future leaders.

3. (a) What is the significance of morality in day-to-day life? Give an example from your own life where you chose moral action and elaborate the reasons for your choice of that action. **10**

दैनिक जीवन में नैतिकता का क्या महत्व है? अपने स्वयं के जीवन से एक उदाहरण दीजिए जहाँ आपने नैतिक कार्यवाही का चयन किया और उस कार्यवाही के चयन के कारणों का सविस्तार वर्णन कीजिए।

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कुछ ना लिखें)

3. (b) Analyse the ethical dimensions of using nuclear deterrence as a self-defense strategy. 10

आत्मरक्षा की एक रणनीति के रूप में परमाणु भयादोहन (निवारण) का उपयोग करने के नैतिक आयामों का विश्लेषण कीजिए।

Nuclear deterrence is policy of building nuclear capability to avoid war with other nations with or without nuclear weapons.

Ethical dimensions involved —

① Issue of Means vs. End.

Avoiding war & ensuring peace is a novel motive but building weapons to achieve it is itself a fraught notion. It has only led to creation of world where more & more nations aspire to be nuclear power.

② ~~Ans.~~ Against the idea of Gandhiji that "Means are as divine as ends".

② Have vs. Have not

Policy of Nuclear deterrence has created a world of nations that have nuclear weapons & one that don't. And its the nations that have weapons, are shaping international order. e.g. UNSC

5 permanent members that themselves are poor in terms of democratic values & human rights record decide fate of other countries.

Nuclear Deterrence may have led to reduced number of wars but it has also led to attainment of bigger weapons such as hydrogen bombs, mother of all bombs, which is against the idea of universal peace.

4. (a) We make a living by what we do, but we make a life by what we give. ¹⁰

(i) Highlight the importance of value of altruism for a society.

(ii) Discuss the role of education in imparting such values.

जो हम करते हैं उससे अपनी आजीविका अर्जित करते हैं, लेकिन जो हम देते हैं उसे हम जीवन निर्मित करते हैं।

(i) समाज के लिए परोपकारिता के मूल्य पर प्रकाश डालिए।

(ii) ऐसे मूल्यों को प्रदान करने में शिक्षा की भूमिका की विवेचना कीजिए।

Altruism - makes a society more virtuous by inspiring people to contribute more in everyday life to other people in need. Life of Ballesh Sahyarthi, Mother Teresa has inspired ~~with~~ people in world to become better in everyday life to people who need help.

Fraternity & love is established as a value in society. & and helps people become happier & satisfied in otherwise stressed life routines.

Role of Education -

~~For~~ No one could have said it better than Gandhiji that "Education should be for head, hand & heart".

education should not only teach art of learning living, solving problems but should also teach to be ~~king~~ & be kind & humane in daily life.

In schools, we come across students from less affluent section also & learn their problem. It's through education that we learn about lives of Kalan, Mandela and other great leaders.

4. (b) Giving examples, examine the relationship between personal and professional ethics of civil servants. 10

उदाहरण प्रस्तुत करते हुए सिविल सेवकों के व्यक्तिगत एवं पेशेवर नैतिकताओं के बीच संबंधों का परीक्षण कीजिए।

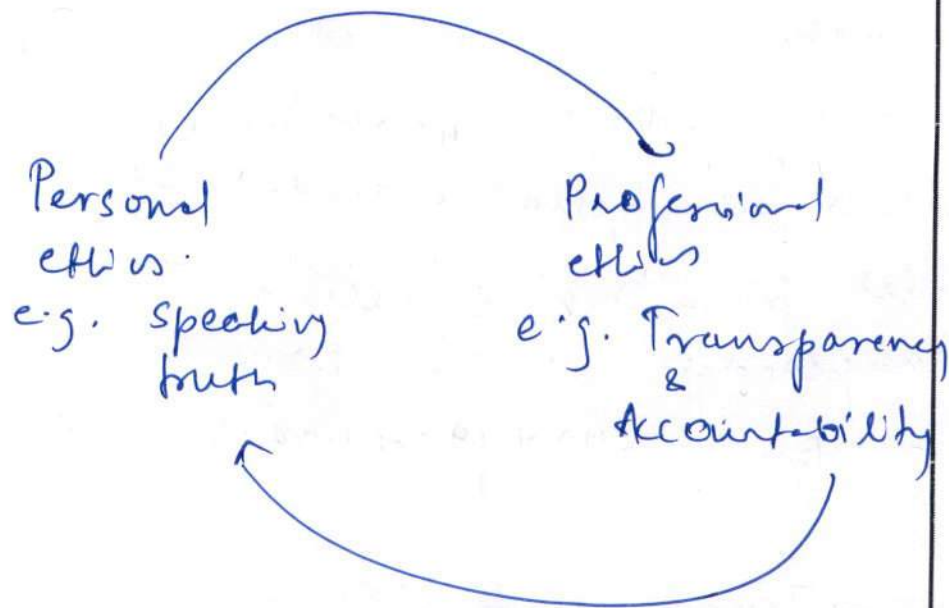
Personal ethics are informal in nature & often guided by emotions whereas professional ethics are formal & guided by legal framework & rules of workplace.

But both affect each other.

e.g. → Tendency to hide facts & lying from family becomes part of behaviour and in workplace transparency is affected. Value of Accountability is reduced.

→ In workplace, if interpersonal relationships are strong it often

translates to better & harmonious
relations in family.



5. Given below are two quotations of moral thinkers/ philosophers. For each of these, bring out what it means to you in the present context.

नीचे नैतिक विचारकों/दार्शनिकों के दो उद्धरण दिए गए हैं। इनमें से प्रत्येक के लिए स्पष्ट कीजिए कि वर्तमान संदर्भ में आपके लिए इसके क्या मायने हैं।

(a) If people scrutinize their own faults as they do the faults of others, mankind will be freed of all evil. 10

लोग जिस प्रकार दूसरों की गलतियों की संवीक्षा करते हैं, यदि उसी प्रकार अपनी गलतियों की भी संवीक्षा करें, तो मानव जाति सभी बुराइयों से मुक्त हो जाएगी।

Power of rationalization, defined as human tendency to rationalise their wrong action and justify them. This tendency has led people to believe that they are right all the times and hence not self-interrogate their actions.

But people tend to forget the principle of rationalise when they come across faults & mistakes committed by others.

It is often seen in political campaigns that opposing parties accuse each other of their wrongdoings and lack of achievement but never apologize

for their own misgivings.

Prime example being recent act of US government of withdrawal from UNHRC ~~etc~~ and pull back from principle of promoting human rights and at the same time it publishes report on religious freedom and accusing countries such as China & India of violating them.

This hypocrisy of pointing out other's fault and not accepting their own limits the scope of self improvement and promotes culture of accusation leading to a society that is less virtuous.

5. (b) Courage is the first of human qualities because it's the quality that guarantees the others. 10

साहस प्राथमिक मानवीय गुण है क्योंकि यह वह गुण है जो अन्य गुणों को सुनिश्चित करता है।

Aristotle & Plato defined Courage as a virtue that lies between Rashness & meekness. Its the exercise of virtue of fearlessness in moderation.

Human being need courage to face adversity. Without it, they give in to temptation, greed, violate other's right when faced with a situation of dilemma.

Gandhiji could face the brutality of British because of his courage. Without it his philosophy of Truth & non-violence could not hold ground.

At the face of violence, it takes courage not to attack back.

Fear of death, losing wealth and other material gains often leads even the best of people to become corrupt, ~~dis~~ and liar.

And courage has been defined as absence of fear.

Therefore courage is a virtue that brings other qualities with it.

e.g. Malala Yousafzai displayed courage to terrorist even after being shot in head and today she has become champion against violence & for education.

6. How do law and conscience act as source of ethical guidance? Explain with examples. 10

कानून और अंतःकरण नैतिक मार्गदर्शन के स्रोत के रूप में किस प्रकार कार्य करते हैं?
उदाहरण सहित व्याख्या कीजिए।

Ethical guidance comes from education, natural law & moral values mentioning few of them.

Law provides distinction of right & wrong & hence the principle of deciding right conduct.

e.g. Prohibition of Abortion Act leads to humane approach towards vulnerable section.

Conscience — provides the ability of humane approach & willingness to adherence to duty.
e.g. It was conscience when police

refused to fire on peaceful
protestor in Perhawan during
~~Independ~~ Non Co-operation &
Khilafat movement.

7. Differentiate between the following using examples:

10

(i) Wants and Needs

(ii) Ethics and Etiquette

उदाहरणों के साथ निम्नलिखित के बीच भेद कीजिए:

(i) इच्छाएँ एवं आवश्यकताएँ

(ii) नैतिकता और शिष्टाचार

i) Wants And Needs.

Needs are basic resources that a human being / animal or an entity needs to survive physically & morally.

e.g. ① Human need Air, water, food & shelter to survive physically.

② Human being as ~~people~~ 'creature of emotions need hope to survive morally & spiritually.

③ Plant and animals need water sunlight etc.

④ All entities need to reproduce.

Want - are desires in excess of need.

e.g. Want of wealth, property, travel across world.

Want is not directly related or necessary for survival itself but it contributes to attaining pleasure which leads to satisfaction in people & often betterment of quality of life.

ii) Ethics and Etiquette.

Ethics - are the principles that provide reasonable ground for moral beliefs and positive values. They are not the conduct itself but the basis of right & wrong conduct.

e.g. Ethics of Happiness → Achieving pleasure is right
Ethics of duty → Adherence to duty is right.

Etiquette - Are the good behaviour towards people on basis of morality & positive values.

They are not the principles but the conduct regarded as good & civilized.

e.g. Respecting women by standing up to offer seat.

8. Good corporate governance is not an end in itself. It is a means to support economic efficiency, sustainable growth and financial stability. Discuss. 10

उत्तम कॉर्पोरेट प्रशासन अपने आप में साध्य नहीं है। यह आर्थिक दक्षता, संधारणीय विकास और वित्तीय स्थिरता को प्रोत्साहित करने का एक साधन है।

Corporate governance is system, procedure & principles that help maximize benefit for every stakeholders, be it shareholders, creditors, employees & customers & even society.

Good corporate governance is not the aim but a tool to achieve corporate sustainability, corporate citizenship, maximum profit to shareholders, better satisfaction in employees & customers and building trust with creditors and society.

It is based on ~~trip~~ triple bottom approach that enables companies to achieve their goal towards

society, fulfilment of legal standards & maximize economic benefit.

Better transparency, accountability standards, fairness & independence of auditors & shareholders & empowering ~~an~~ independent directors leads to better adherence to laws, reduction in frauds, better profitability, brand image & understanding & response to need of society & environment.

It help in attracting foreign & domestic investors.

Companies such as Satyam, Enron have vanished due to poor governance.

~~Keeping this in mind, G.~~

Gandhiji has said "Commerce without morality" is a social sin, and companies today need to keep this as their agenda because they will not go unpunished if found flouting the rules

In the following questions, carefully study the cases presented and then answer the questions that follow (in around 250 words):

9. A hilly state witnessed torrential rains leading to loss of life and property. Apart from the local inhabitants there were tourists stranded in large numbers. With the supply chains broken and increased demand, it was observed that local shopkeepers started selling essential goods at very high prices. With a very restricted possibility of being evacuated in the coming few days, the stranded people feel helpless. A crumbled governance infrastructure in remote areas has multiplied the extent of their agony. Given this situation, answer the following questions. **20**

(a) Identify the various stakeholders in the case and give a reasoned account of their interests. Given the administrative, market and ethical perspective of viewing the situation, do you think there is a conflict in the priorities of these stakeholders?

(b) Suggest ways to harmonize competing interests in order to resolve the issues, provide relief and prevent escalation of conflict.

एक पहाड़ी राज्य में मूसलाधार वर्षा होने के कारण जान-माल की क्षति हुई है। स्थानीय निवासियों के अतिरिक्त बड़ी संख्या में पर्यटक फंसे हुए थे। आपूर्ति शृंखलाओं के टूट जाने और मांग में वृद्धि होने के कारण यह देखा गया कि स्थानीय दुकानदारों ने आवश्यक वस्तुओं को अति उच्च मूल्यों पर बेचना आरंभ कर दिया। आने वाले कुछ दिनों में वहाँ से निकाले जाने की अति सीमित संभावनाओं को देखते हुए फंसे लोग स्वयं को लाचार अनुभव करने लगे हैं। दूर-दराज के क्षेत्रों में जीर्ण-शीर्ण शासन अवसंरचना ने उनकी व्यथा को और भी अधिक बढ़ा दिया है। इस परिस्थिति को देखते हुए निम्नलिखित प्रश्नों के उत्तर दीजिए।

(a) इस प्रकरण में विभिन्न हितधारकों की पहचान कीजिए और उनके हितों का तर्कपूर्ण विवरण प्रदान कीजिए। इस परिस्थिति को देखने के प्रशासनिक, बाजार (आर्थिक) और नैतिक परिप्रेक्ष्य को देखते हुए क्या आप यह मानते हैं कि इन हितधारकों की प्राथमिकताओं में परस्पर विरोधाभास है?

(b) इन मुद्दों के समाधान करने हेतु प्रतिस्पर्धी हितों के बीच सामंजस्य स्थापित करने, राहत प्रदान करने तथा संघर्ष को और अधिक बढ़ने से रोकने के उपाय सुझाइए।

Frequent disasters have become a norm due to climate change in 21st century. World has witnessed loss of life & property in billions each year due to different form of disaster.

Situation aggravates when emergency responses are crippled & people are left on their own in distress areas.

Stakeholders —

① local inhabitants & tourist

② ~~Shopkeepers~~.

— Because of hilly terrain they are stuck in affected area with no plan of evacuation in place & in dire need of food, water, health supplies and other basic resources. This led to competition in buying the available resources from shops that themselves are cut from supply chain.

② Shopkeepers — They also have ~~the~~ limited resources with them and increased demand will automatically lead to price increase & they will sell to highest bidder. But they are monetizing the distress conditions of stranded people which is ethically

Incorrect.

- ③ Administration → ~~The~~ situation has aggravated due to insufficient preparation & mitigation measures in place.

Also hilly areas often being difficult place to govern, better modern technology could have been employed beforehand. But administration failed in their duty.

Conflict in Priorities -

- ① Shopkeepers ~~are~~ are prioritizing profit maximizing over basic humanity by not helping them.
- ② Administration priority ~~over~~ about evacuation plan over immediate relief plan.
- ③ ~~People~~ Priority of saving & rehabilitate local people first for tourists first.

Ways that can help —

- ① Employ ICT, GPS, GPRS, ~~tech~~ technology to reach people and take an account of their condition & provide emotional support with help of counsellors.
- ② Employ drones to survey the area & deliver basic resources such as food, water & medicines.
- ③ Access shopkeepers & ask them to keep the prices low & even force with promise to compensate them in future.
- ④ Prepare evacuation plan with National Disaster Response force & in meanwhile locate public building such as hospitals, schools in area to provide shelter

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VISION IAS™

Don't write
anything this
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(इस आल में
कुछ ना लिखें)

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10. The steady decline in sex ratio suggests that marked improvement in the economy and literacy rates do not seem to have had any impact on this index. In fact, the availability of new technology and its easy access for the urban, wealthy and educated have worsened the trend and harmed the status of women in Indian society. 20

(a) Explain why the phenomenon should not be simply viewed as a medical or legal issue and more attention should be given to the ethical issues involved.

(b) Give some suggestions to tackle the problem of declining sex ratio.

(c) Discuss the ethical dilemma involved in Right to abortion vs. Prevention of female foeticide. How can this be resolved?

लिंगानुपात में निरंतर गिरावट यह संकेत देती है कि अर्थव्यवस्था एवं साक्षरता दरों में उल्लेखनीय सुधार के परिणामस्वरूप भी इस सूचकांक पर कोई प्रभाव पड़ता प्रतीत नहीं हो रहा है। वास्तव में, नई प्रौद्योगिकी की उपलब्धता और शहरी समृद्ध एवं शिक्षित लोगों तक इसकी आसान पहुँच ने इस प्रवृत्ति को और बिगाड़ा है तथा भारतीय समाज में महिलाओं की स्थिति को क्षति पहुँचाई है।

(a) व्याख्या कीजिए कि क्यों इस परिघटना को मात्र एक चिकित्सीय या विधिक मामला नहीं समझा जाना चाहिए और इसमें समाविष्ट नैतिक मुद्दों पर अधिकाधिक ध्यान दिया जाना चाहिए।

(b) घटते लिंगानुपात की समस्या से निपटने हेतु कुछ सुझाव दीजिए।

(c) गर्भपात का अधिकार बनाम कन्या भ्रूण हत्या निवारण में समाविष्ट नैतिक दुविधा पर चर्चा कीजिए। इसका समाधान किस प्रकार किया जा सकता है?

② Status of women in any society is deeply linked to the structure of society and its value system. more than the ~~the ex~~ ~~economic~~ amount of money or what books they are reading.

Historically, Patriarchy, joint families, caste system & culture of obedience, dowry has been practiced in India.

With better machines & more computers we may have become fast & efficient but our value system that enforces the idea that men are better than women, structure of family & society & biggest evil of all caste system that worsens the situation of women has remained the same.

Primary reason for this being our education system that may teach how to count & read but fails to teach how to respect & behave. Rote learning has taken precedence over value education, hence ~~no~~ blocked the inculcation of morality & ethics.

Legislative actions such as ~~decr~~

Prohibition of ~~Pre-Natal~~ ^{PC-PNDT} Sex Determination & ~~Termination~~ of Pregnancy Act failed to produce result as it did not address the problem of value system & change in attitude.

With Advent of technology, sex determination led to even more ~~sto~~ sex-selective abortions. ~~and~~

With more digital advancement crime against women such as forced pornography, MMS culture, cyber bullying further led to degradation in status of women.

Hence what we need is change in values & attitude towards women as them being equal in status. &

~~and~~
"Law can only punish the actions that harm them ethics will disallow even thinking of harming them."

⑥ To improve Sex Ratio -

- ① Educate families especially head of family & husbands.
- ② Awareness programs for better understanding of women's role in society & nation
- ③ strict implementation against sex determination clinics

- ④ Appointing women such as Babita & Geeta Phogat, Sakshi, PV Sindhu etc to educate people ~~about~~ as Brand Ambassadors.
- ⑤ make education curriculum & schools more gender sensitive.
- ⑥ ~~launching~~ ^{the} better implementation of program such as "Beti Bachao, Beti Padhao" & increase social outreach through role models.
- ⑦ strict punishment to perpetrators of female foeticide, dowry, domestic violence.

Right to Abortion vs. Prevention of female foeticide →

Dilemma involved here is 'Pro-life vs Pro-choice', whether

to respect Nature's gift i.e. life
or to respect the choice of women
over their body.

But in given situation it should
be always taken care that health
of mother is not compromised to
stop female foeticide. Despite it
being illegal, if mother's life is in
danger due to said pregnancy,
Right to abort should be given
precedence.

Case in point - Savita Halappanavar
in Ireland, who was denied abortion
due to legal impediments, resulting
in ~~her death~~ in her death.

11. You are the officer-in-charge responsible for monitoring allotment of foodgrains under the Public Distribution System to BPL families in a given district. A group of BPL families in the district claim that they have been denied ration from fair price shops due to non-linking of Aadhar card with their BPL cards. They remark that the government and officers concerned are not empathising with their situation and stage a silent protest. Further, the incident is also being linked to similar instances in other areas of the country where people were denied access to PDS benefits due to similar reasons. The government receives a lot of criticism for this incident on social media networks. You are now in a conundrum, as you are aware that the BPL families need to get foodgrains on time. However, as a government officer, you also need to follow the prescribed rules. Media scrutiny has further aggravated the situation and you realize you need to tread carefully.

20

Based on the information above, answer the following:

- (a) List the issues in the given situation that the parties involved are facing.
 (b) What step(s) will you take in the situation to ensure that the demands of the aggrieved persons are met without violating the rules?
 (c) In this context, briefly discuss how the poor in the country currently face digital exclusion and its consequence(s).

आप एक जिले में BPL परिवारों को सार्वजनिक वितरण प्रणाली (PDS) के अंतर्गत खाद्यान्न आवंटन की निगरानी करने हेतु जिम्मेदार प्रभारी अधिकारी हैं। जिले में BPL परिवारों के एक समूह का दावा है कि अपने BPL कार्ड को आधार कार्ड से न जोड़ने के कारण उन्हें उचित मूल्य की दुकानों से राशन देने से मना कर दिया गया है। उनका कहना है कि सरकार एवं संबंधित अधिकारी उनकी स्थिति से समानुभूति नहीं रखते हैं और वे मौन विरोध प्रदर्शित करते हैं। इसके अतिरिक्त इस घटना को देश के अन्य क्षेत्रों में घटित इसी प्रकार की घटनाओं से जोड़कर देखा जा रहा है जहां ऐसे ही कारणों से लोगों को PDS से लाभ प्राप्त करने से वंचित कर दिया गया था। इस घटना के कारण सोशल मीडिया नेटवर्कों पर सरकार की अत्यधिक आलोचना हो रही है। अब आप विकट समस्या में फँस गए हैं क्योंकि आपको ज्ञात है कि इन BPL परिवारों को समय पर खाद्यान्न की आवश्यकता है। हालांकि, सरकारी अधिकारी होने के नाते आपको निर्धारित नियमों का पालन भी करना है। मीडिया जाँच से स्थिति और भी बिगड़ गई है और आपको अहसास होता है कि इस मामले में आपको सावधानीपूर्वक आगे बढ़ना पड़ेगा।

उपर्युक्त जानकारी के आधार पर निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) दी गई परिस्थिति में शामिल पक्षकारों द्वारा सामना किए जा रहे मुद्दों को सूचीबद्ध कीजिए।
 (b) इस परिस्थिति में, नियमों का उल्लंघन किए बिना पीड़ित व्यक्तियों की मांगों की पूर्ति सुनिश्चित करने हेतु आप कौन-सा/से कदम उठाएंगे?
 (c) इस संदर्भ में, संक्षेप में चर्चा कीजिए कि देश में निर्धन लोग वर्तमान समय में डिजिटल अपवर्जन (बहिष्करण) और इसके परिणाम(मों) का सामना किस प्रकार करते हैं?

Stakeholders -

- ① BPL families
- ② You as a Supervisor
- ③ Government
- ④ PDS shops
- ⑤

Issues -

- ① Law vs. Conscience -

Rules disallow distribution of grains without Aadhar card but it is moral duty to provide food to hungry and also a policy of welfare state.

- ② Duty vs. consequence -

Dilemma of means vs. end.
Goal is to feed the hungry & giving legal entitlement to BPL families but only legal route is denying the same.

- ③ State vs. Humanity → whether to violate law of state or violate the essence of humanity.

if ~~provided~~

if BPL families are provided grains without Aadhar card, then PDS shops will be encouraged to exploit this loophole to divert grains as previously done and hence larger purpose of reducing leakage and efficient distribution of system will not be served.

Hence in longer run, social interest & economic interest of nation will be hurt.

Best course of Action.

- ④ BPL families are facing digital exclusion & ~~their~~ denial of legal entitlement and danger of life due to hunger & malnutrition
- ⑤ State as provider of basic welfare services ~~in dilemma of~~ and also with responsibility to improve efficiency & reduce leakages.

- ⑥ PDS shops having to turn away poor needy people → Attack on Conscience of shopkeepers.
- ⑦ Intense media scrutiny → Image of state vis in danger.
& nation

Best Course of Action —

⊗ Rules specify that without Aadhar card PDS benefits shall not be provided.

→ First step would be to set up teams at various PDS shops to facilitate linking of Aadhar card on immediate basis & ensure that BPL families can easily access the facility.

Ensure

If accessibility is issue, then Common Service Center at every Panchayat level will be equipped with necessary facility to enable linkages &

provide grain distribution. ~~at~~

- if still families are left behind due to unavailability of Aadhar Card, Anganwadi & Asha will be strengthened to ensure that food needs are met for short term of ~~short~~ identified BPL families until Aadhar cards are available.
- National social Assistance program will be extended to other needy families.
- If all such measures leave behind a certain section of people, it will be ensured that finger prints as proof of their identity & ~~Ration card~~ are collected & later with appropriate at the time of PDS distribution card later recorded into PDS system to crosscheck and avoid leakages.
- Also to ensure that PDS shops are

equipped with best Internet connection & equipment to avoid further issues.

With advent of digital era, the exclusion of illiterate & poor has increased from their legal entitlements, be it scholarships, pensions or PDS benefits or even the

Achievement of ~~is~~ efficiency has led to this digital divide where at one side people connected to internet are fed with plethora of information & on other people are facing more hardships.

Illiteracy & (digital) & high cost of mobile phones & internet has led to this situation.

But better technology & more competition is lowering the cost down.

And government programs such as PMDISHA etc. & CSC are positive steps to eliminate this exclusion

12. You are working as a senior doctor in the oncology department of a super specialty hospital located in Delhi. While accessing the quotations from reputed pharmaceutical companies to hospitals, you unearth a nexus between pharma firms and the hospital administration. You get to know that they are hand-in glove with each other and trying to fleece cancer patients by selling drugs at exorbitant prices, even though low cost alternative drugs are available in the market. Being the head of Alliance of Doctors for Ethical Healthcare, who is working against the arbitrary price regime of life saving drugs, you get a chance to represent your case before the Health Minister of your state. However, certain other doctors of the Alliance have asked you to present a distorted reality in front of the Minister since they are obtaining pecuniary benefits from such a scheme of nexus, which would cease if the nexus gets exposed. 20

- (a) Identify the main stakeholders and ethical issues involved.
(b) Analyse the possible solutions for addressing the issues.
(c) What would be your final course of action and why?

आप दिल्ली में अवस्थित एक सुपर स्पेशलिटी अस्पताल में ऑन्कोलॉजी विभाग में एक वरिष्ठ चिकित्सक के रूप में कार्यरत हैं। प्रतिष्ठित दवा कंपनियों द्वारा अस्पतालों को दी जाने वाली संविदा दरों (कोटेशन्स) को प्राप्त करने के दौरान आप दवा कंपनियों और अस्पताल प्रशासन के बीच मिलीभगत का पता लगाते हैं। आपको पता चलता है कि दोनों की मिलीभगत है और वे अत्यधिक उच्च कीमतों पर दवाइयाँ बेच कर कैंसर रोगियों को लूटने का प्रयास कर रहे हैं, जबकि बाजार में कम मूल्य वाली वैकल्पिक दवाएँ उपलब्ध हैं। जीवन रक्षक दवाओं की मनमानी मूल्य व्यवस्था के विरुद्ध कार्य करने वाले, अलायन्स ऑफ डॉक्टर्स फॉर एथिकल हेल्थकेयर के प्रमुख होने के नाते आपको यह मामला अपने राज्य के स्वास्थ्य मंत्री के समक्ष प्रस्तुत करने का एक अवसर मिलता है। हालांकि इस अलायन्स के कुछ अन्य चिकित्सकों ने आपसे मंत्री के सामने वास्तविकता को तोड़-मरोड़ कर प्रकट करने के लिए कहा है, क्योंकि उन्हें इस साठ-गांठ की योजना से आर्थिक लाभ प्राप्त हो रहे हैं, जो मिलीभगत के प्रकट हो जाने पर बंद हो जाएंगे।

- (a) इसमें समाविष्ट प्रमुख हितधारकों एवं नैतिक मुद्दों की पहचान कीजिए।
(b) इन समस्याओं को हल करने के लिए संभावित समाधानों का विश्लेषण कीजिए।
(c) आपकी अंतिम कार्यवाही क्या होगी और क्यों?

Stakeholders -

- ① Pharma firms
- ② Hospital Administration
- ③ Cancer Patients
- ④ Alliance of Doctors for Ethical Health-care

⑤ Doctor community as a whole.

Issues -

- ① Collusion between pharma firms & Hospital administration
- ② Neglect of basic human right to affordable healthcare
- ③ Violation of ethical duty by Doctors to their patients
- ④ ~~Effort~~ by Institutional corruption as body responsible for ethics in healthcare itself has members involved in corruption.
- ⑤ Profit maximization at the cost of Human life as cancer drugs can't be afforded by poor people.
- ⑥ Distortion of facts
- ⑦ Lack of ethics in business (pharma) & administration

Possible courses of Action -

- ① Hide the facts / Distortion -
- Meit (a) will earn me the goodwill of
administration & Alliance of
Doctors
- ② could lead to pecuniary benefits
- Dem-
exit- (c) But will endanger the life
of patients & against public
interest
- (d) will promote unfair & inhumane
practices in healthcare industry
- (e) ~~to~~ Endangering Institutional values
- (f) Conflicted Role as chair of
body of ethical Healthcare.
- (g) ~~to~~ Compromise in conscience
& loss of peace of mind.
- (h) ~~Action~~ No action against corruption
- ② Personally approach administration
& firms to end the nexus.
- Meit - (a) if they agree, then benefit
to patients
- (b) Goodwill maintained with

both of them
(c) Duty towards patients will be fulfilled.

Demerits →

- (a) Transparency compromised
- (b) they will go unpunished for their past actions
- (c) Other such collusion will go unexposed.
- (d) Injustice to society and patients at large
- (e) Duty as Head of Alliance of Doctor for Ethical Healthcare not fulfilled.

(3) Expose full facts to Health ministry

- Merits -
- ① B. Nexus ~~exposed~~
 - ② Investigation to expose other such as scams will also be launched
 - ③ justice to poor patients will be served.

- ④ New administration with ethical standards will be brought in
- ⑤ ~~Duty as Doctor & ethical~~ fulfilment of complete duty
- ⑥ Institutional Reform will initiate

Demerits -

- ① Teams with other Doctor & Administration will worsen.

Best course of Action will be to disclose full facts ~~not~~ because playing with life of people in need is highest form of sin.

Also it is illegal, in India not to disclose the best course of treatment to patients as per their affordability.

~~Not~~ Both legal & ethical values favour this action. It will serve as good example to adhere

to highest standards of integrity,
honesty & commitment.

~~It is not the~~

Duty of a Doctor is not to maximize
wealth in society but to
maximize service. Without such
honesty & spirit of service in
medical fraternity, society will
be paralyzed.

13. You are working as a Manager who handles critical projects in a private firm. You have recently been issued a notice by the Human Resource department that categorically highlights gender imbalance in your team and instructs you to recruit more females. Realizing the importance of this matter you decide to roll out vacancy requirements on an urgent basis and close it within a week. You receive several applications and start interviewing female candidates. However, you realize that the top four candidates are married and two of them are expecting their child. During the interviews the candidates commit on their priority for the project, till it finishes and show willingness to work from home, afterwards. What is the course of action that you will take? Explain the factors that you will take into account and justify the merits of the course of action. 20

आप एक निजी फर्म में प्रबंधक के रूप में कार्यरत हैं और अतिमहत्वपूर्ण परियोजनाएं देख रहे हैं। मानव संसाधन विभाग ने आपके नाम हाल ही में एक नोटिस दिया है जिसमें स्पष्ट रूप से आपकी टीम में लैंगिक असंतुलन को रेखांकित किया गया है और आपको अधिक महिलाओं को भर्ती करने का निर्देश दिया गया है। इस प्रकरण के महत्व को देखते हुए आप रिक्ति संबंधी आवश्यकताओं को तत्काल आधार पर रोल-ऑउट कर एक सप्ताह के भीतर पूरा करने का निर्णय लेते हैं। आपको कई आवेदन प्राप्त हुए हैं और आप महिला उम्मीदवारों का साक्षात्कार लेना आरंभ करते हैं। हालांकि, आप पाते हैं कि शीर्ष चार उम्मीदवार विवाहित हैं और उनमें से दो गर्भवती हैं। साक्षात्कार के दौरान उम्मीदवार परियोजना के पूरा होने तक इसे प्राथमिकता देने की प्रतिबद्धता व्यक्त करते हैं और इसके पूरा होने के पश्चात् घर से काम करने की इच्छा व्यक्त करते हैं। आप क्या कार्यवाही करेंगे? जिन कारकों को आप ध्यान में रखेंगे, उनकी व्याख्या कीजिए और कार्यवाही के गुणों की न्यायसंगतता सिद्ध कीजिए।

Research shows that companies with more no. of female employees not just has a better performance in long run but also has an efficient & conducive work culture. In this context, recruiting female candidates will result in long term sustainability & profitability.

Issue at present is hiring female candidate at urgent basis but two of the four best are pregnant. Implying in near future they will take ^{paid} maternal leave for 26 weeks as per Maternity benefit Act.

Hence the goal of better performance may be compromised in near future.

Actions that can be taken —

- ① Reject the candidature of pregnant candidates & hire some one else

Merit → ① continuity of work & projects
② salaries will be paid for work done leading to benefit

Demerits -

- ① loss of best talent
- ② Compromise in efficiency
- ③ ~~Female~~ Apathetic attitude towards need of female employees
- ④ Ignorance of the fact that in future other female employees would need the leave for some reason.
- ⑤ Negative ~~eff~~ impact on other employees
- ⑥ Hire the best four candidates

Demerit - ① discontinuity in project work

- ② Absence from office could lead to conversational gap
- ③ extra arrangement in future such as creche facility

Merits - ① Better brand image

- ② Empathy towards need of an employee would lead

to satisfaction in other employees

- ③ long-run benefits due to best talent on project
- ④ Attraction of other top talents in the sector to company.

Factors

As a manager, I will hire the All four employees selected as best.

Factors that will be considered—

- ① Their previous work record
- ② Reference on their diligence from previous employer.
- ③ Need for bringing female employee was to have better record & performance that can't be compromised.
- ④ ~~There~~ Brand Image of company

- ⑤ organisational Value .
- ⑥ Better Relationship & Satisfaction among employees .
- ⑦ Gender Equality
- ⑧ long term benefit of having best talent
- ⑨ it is observed that mothers naturally have high EI & empathy towards problem & better tolerance & temperance . these qualities are indispensable in today's stressful work environment .

14. Mr. A is a senior most member of a highly reputed company with considerable customer interface. In recent months, the business of the company has been going down. On detailed analysis, it was found that some of the functionaries of the company have impulsive nature, which has many a times led to altercations with the customers and even among themselves. This has adversely affected the work culture and sullied the image of the company in the market. He seeks your advice, as you are his friend as well as a person who understands management. 20

(a) What are the factors that you would consider in making your advice?

(b) What steps will you suggest to deal with the situation that the company faces?

मिस्टर A एक अति प्रतिष्ठित कंपनी के वरिष्ठ सदस्य हैं और उनका ग्राहकों से पर्याप्त अंतर्क्रिया (कस्टमर इंटरफेस) है। हाल के महीनों में, कंपनी के व्यवसाय में कमी आई है। विस्तृत विश्लेषण के आधार पर यह पाया गया कि कंपनी के कुछ अधिकारी सनकी स्वभाव के हैं, जिसके कारण कई बार ग्राहकों के साथ और यहां तक कि आपस में भी कहा-सुनी (तकरार) हो जाती है। इसका कार्य संस्कृति पर प्रतिकूल प्रभाव पड़ा है और बाजार में कंपनी की छवि पर भी धब्बा लगा है। वह इस मामले में आपसे परामर्श चाहते हैं क्योंकि आप उनके मित्र हैं और साथ ही प्रबंधन की समझ रखने वाले एक व्यक्ति भी।

(a) किन कारकों को ध्यान में रख कर आप अपना परामर्श देंगे?

(b) कंपनी द्वारा सामना की जा रही स्थिति से निपटने हेतु आप क्या कदम उठाने का सुझाव देंगे?

Customer service & satisfaction is one of the most important determinants in a company's economic performance & reputation.

Therefore it becomes important that employees directly interfacing them have good self-regulation, temperance, listening capability & high level of empathy & Emotional

Intelligence .

Factors considered in making
advice →

- identifying root cause & comparison of pre & post profit decline times
- Assessment of work pressure on employees leading to stress
- Pressure of targets and from senior management & supervisors causing stress among employees.
- Analysis of product being offered → if any fault of product is causing customer dissatisfaction.
- Frequency of conversation between top management & customer facing employees.

- & Interpersonal Relations between employees themselves
- office politics & Role of senior employees in inducing unnecessary competition.

looking at the assessment done
steps that are required to deal
with situation —

- ① One-to-one conversation between Mr. A & employees with repeated impulsive outbursts.
- ② Empathetic approach towards their personal & professional problems.
- ③ Announcing a holiday / offsite summit for relaxation

- ④ launching workshop / seminar to build self-regulation
- ⑤ controlling office policies
- ⑥ Promoting organisational value through motivational talks
- ⑦ Releasing code of conduct
- ⑧ Including customer service & satisfaction as one of key performance indicators in employee's Review
- ⑨ Reducing excess work pressure by relaxing working time, hiring additional employees
- ⑩ Rewarding employees with better customer satisfaction records

Mr. A should be highly cautious in the approach towards problem as display of emotional intelligence & empathy at this point is crucial not just for employees but his company as well.

Adopting model of punishment, could lead to losing talents from company.

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Don't write
anything this
margin
(इस आल में
कुछ ना लिखें)